



Fire Protection Training

Procedures Handbook 4300

STATION OPERATIONS

TOPIC: Telephone Procedures

TIME FRAME: :15

LEVEL OF INSTRUCTION: Level I

BEHAVIORAL OBJECTIVE:

Condition: Given a written quiz

Behavior: The student will identify the basic components of a phone message, the importance of proper telephone etiquette and procedures, and the necessary information to obtain when taking an emergency call

Standard: With a minimum of 80% accuracy

MATERIALS NEEDED:

- Phone message pad
- Pocket notebook
- Pencil/pen,

REFERENCES:

- CAL FIRE, 8000 Manual: Telecommunications Handbook

PREPARATION: All phones should be answered in a prompt, courteous fashion since the first impression you give the caller may be the one they attribute to the department.



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TELEPHONE PROCEDURES

PRESENTATION	APPLICATION
<p>I. ANSWERING THE PHONE</p> <p>A. Answer Promptly</p> <p>B. Identify:</p> <ol style="list-style-type: none">1. Department name:<ol style="list-style-type: none">a. You are representing CAL FIREb. CA Department of Forestry and Fire Protection/CAL FIRE/County Fire Department2. Company or station number:<ol style="list-style-type: none">a. Station 35 or Whitmore Fire Station3. Yourself:<ol style="list-style-type: none">a. Firefighter Jones speakingb. How may I help you? <p>C. Be prepared to take a message using a message pad or pocket notebook</p> <p>II. TAKING THE MESSAGE</p> <p>A. Date of message</p> <p>B. Time</p> <p>C. Name of caller</p> <p>D. Caller's phone number</p> <p>E. Message text</p> <p>F. Your name</p> <p>III. PHONE ETIQUETTE</p>	<p>What do you feel should be included in the answering of the phone?</p> <p>What information is needed for a message?</p> <p>What are some things about etiquette you</p>

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TELEPHONE PROCEDURES

PRESENTATION	APPLICATION
<ul style="list-style-type: none">A. Answer promptly and professionallyB. Be courteous and friendlyC. Never leave the line open or someone on hold for an extended period of timeD. Post the message or deliver it to the person that it is intended for promptlyE. Terminate calls courteously <p>IV. RECEIVING EMERGENCY CALLS</p> <ul style="list-style-type: none">A. Remain calm and professionalB. Necessary information<ul style="list-style-type: none">1. Location<ul style="list-style-type: none">a. Street and numberb. Cross street2. Type of emergency<ul style="list-style-type: none">a. Structure fireb. Vehicle firec. Vegetation fired. Medical aid and typee. Other	<p>should keep in mind when answering the phone?</p> <p>Why remain calm? Your nervousness will make the caller nervous</p> <p>What information is needed when taking calls?</p> <p>Why is the type of emergency important?</p>

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TELEPHONE PROCEDURES

PRESENTATION	APPLICATION
<ul style="list-style-type: none">3. Name of caller4. Call back phone number<ul style="list-style-type: none">a. Phone from which report is being madeb. Not always home phone number5. Read address and phone number back to assure accuracy6. Notify your supervisor immediately of call and information	<p>Dispatcher may need additional information</p>

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TELEPHONE PROCEDURES

SUMMARY:

If the phone is answered promptly and courteously, you can improve service to the public and the department's public image. It is critical that you obtain all necessary information when receiving emergency calls.

EVALUATION:

A written quiz.

ASSIGNMENT:

To be determined by the instructor(s).